



# User Manual

## EZVIZ Mobile Application




## Disclaimer

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IN THE EVENT OF ANY CONFLICTS BETWEEN THE ABOVE AND THE APPLICABLE LAW, THE LATER PREVAILS.

## Regulatory Information

### FCC Information

**FCC compliance:** This equipment has been tested and found to comply with the limits for a digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

### FCC Conditions

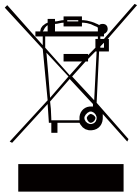
This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference.
2. This device must accept any interference received, including interference that may cause undesired operation.

### EU Conformity Statement



This product and, if applicable, the supplied accessories are marked with “CE” and comply therefore with the applicable harmonized European standards listed under the Radio Equipment Directive 2014/53/EU, the EMC Directive 2014/30/EU, the RoHS Directive 2011/65/EU.



2012/19/EU (WEEE directive): Products marked with this symbol cannot be disposed of as unsorted municipal waste in the European Union. For proper recycling, return this product to your local supplier upon the purchase of equivalent new equipment, or dispose of it at designated collection points. For more information see: [www.recyclethis.info](http://www.recyclethis.info).



2006/66/EC (battery directive): This product contains a battery that cannot be disposed of as unsorted municipal waste in the European Union. See the product documentation for specific battery information. The battery is marked with this symbol, which may include lettering to indicate cadmium (Cd), lead (Pb), or mercury (Hg). For proper recycling, return the battery to your supplier or to a designated collection point. For more information see: [www.recyclethis.info](http://www.recyclethis.info).

### Industry Canada ICES-003 Compliance

This device meets the CAN ICES-3 (A)/NMB-3(A) standards requirements.

### CALIFORNIA PROP. 65

#### WARNING

This product may contain one or more chemicals known to the State of California to cause cancer, or birth defects or other reproductive harm.

### Preventive and Cautionary Tips

Before connecting and operating your device, please be advised of the following:

- Ensure unit is installed in a well-ventilated, dust-free environment.
- Unit is designed for indoor use only.
- Keep all liquids away from the device.
- Ensure environmental conditions meet factory specifications.
- Ensure unit is properly secured to a rack or shelf. Major shocks or jolts to the unit as a result of dropping it may cause damage to the sensitive electronics within the unit.
- Use the device in conjunction with an uninterruptible power supply (UPS) if possible.
- Power down the unit before connecting and disconnecting accessories and peripherals.
- Use only a factory recommended HDD for this device.
- Improper use or replacement of the battery may result in explosion hazard. Replace with the same or equivalent type only. Dispose of used batteries according to the instructions provided by the manufacturer.



#### **USE A STRONG PASSWORD**

For your privacy, we strongly recommend changing the password to something of your own choosing (using a minimum of 8 characters, including uppercase letters, lowercase letters, numbers, and special characters) in order to increase the security of your product.

Proper configuration of all passwords and other security settings is the responsibility of the installer and/or end-user.

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## 1. Getting Started

### 1.1 Installing EZVIZ APP

**Steps:**

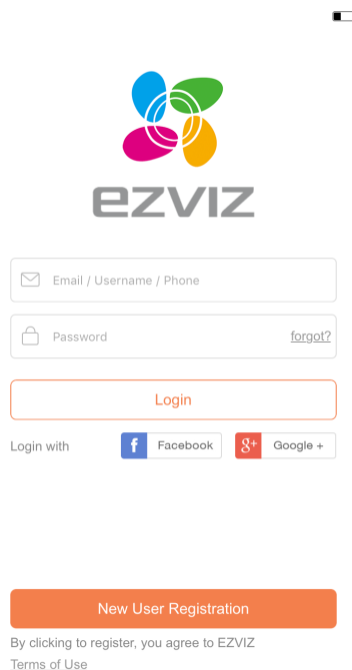
1. Log in to the **APP Store** or **Play Store**, etc.
2. Input Ezviz and search for the mobile App.
3. Download and install it to your mobile device.
4. After installing, tap  to run the mobile App.

### 1.2 Registering an Account

On the first time use, you should register an Ezviz APP account.

**Steps:**

1. Tap the icon  to run the mobile app.

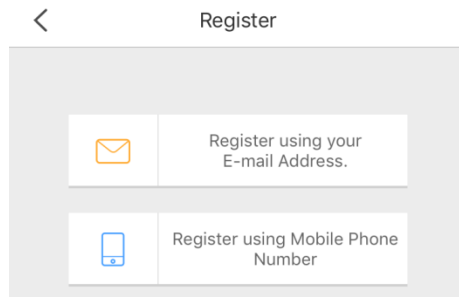


2. Tap **Terms of Use** to read the agreement.
3. Tap **New User Registration** in the login interface.

**Note:**

By tapping on **New User Registration**, you agree with Ezviz terms of service.

4. Tap **Register using Mobile Phone Number** or **Email Address**.



5. Select a region
6. Input your mobile phone number or Email and tap **Get Verification Code**. The code will be sent to your phone or email accordingly.
7. Input the received verification code in the box and tap **Next**.

**Note:**

The SMS may be delayed. If no messages received, tap **Get Again** to receive the verification code again.


8. Input the user name and password and confirm password. Tap **Finish** to complete the registration.
9. (Optional) Tap the icon ← at the upper-left corner and tap **OK** in the pop-up window to cancel the registering.





- A user name cannot contain any of the following characters: / \ : \* ? " < > |. And the length of the password cannot be less than 6 characters.
- For your privacy, we strongly recommend setting the password to something of your own choosing (using a minimum of 8 characters, including upper case letters, lower case letters, numbers, and special characters) in order to increase the security of your product.
- Proper configuration of all passwords and other security settings is the responsibility of the installer and/or end-user.

## 1.3 Login

**Steps for login:**


1. Tap the icon  to run the Mobile App.
  2. Input the registered user name/E-mail address/phone number and the password.
- Or

Tap  Facebook  Google+ at the bottom of the interface to login to your Ezviz account by linking to **Facebook** and/or **Google+** accounts.  
Or log in with your fingerprint.

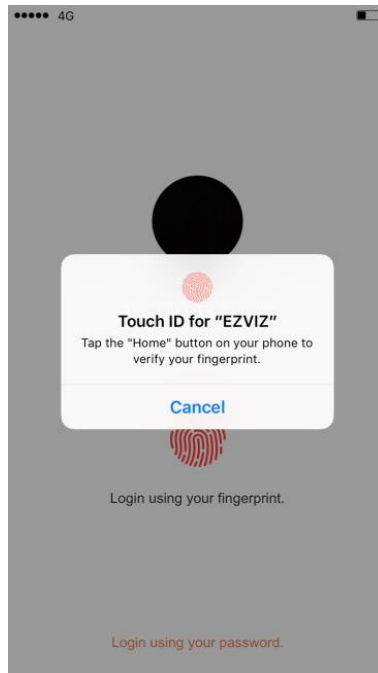
**Note:**

- You can go to  > **Disconnect Third Party Account** to disable your linked third party account.



- If you want to reset your EZVIZ account password, please go to  > **Account**

**Management > Change Password.**





**Note:**

Go to **7.3 Account Security** to enable fingerprint function.



3. Tap **Login** to enter the main interface.

If you forget your password, you can follow the steps below to recover your password

- 1) Tap **forgot?** To open the **account verification** interface.
- 2) Enter your user name.
- 3) Tap **Next**. A verification code will be sent to your registered phone number or the E-mail address.
- 4) Follow the prompt, input the verification code and complete the process  
Or tap **Previous** to go back to the previous step.  
Or tap the icon  to cancel the operation.
- 5) Enter a new password and confirm the new password in the Reset Password interface.
- 6) Tap **Submit** to complete password reset.  
Or tap the icon  at the upper-left corner of the interface to cancel the operation.

## 1.4 Logout

**Steps:**

1. In the main interface, tap  **More**.
2. Tap **Logout** in the  **More** interface.
3. Tap **OK** in the pop-up menu to logout.



## 2. Adding Devices

### 2.1 Adding a Camera

#### **Before You Start:**

Make sure your device(s) is powered on

#### **Steps:**

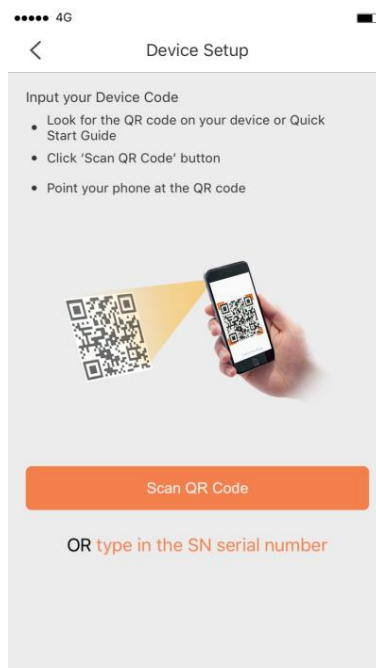
1. Tap  at the bottom of the interface.
2. In the Home interface, tap the  icon.



3. Tap **Scan QR Code** to scan the device QR code.

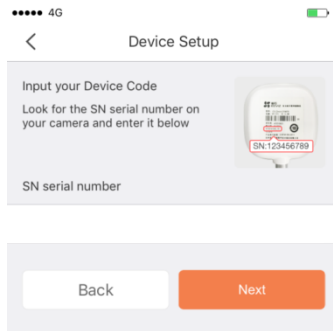
#### **Note:**

Normally, the QR code is on the label of the device unless otherwise stated on the **Quick Start Guide** of the device



Or

- 1) Tap **type in the SN serial number** of the interface to input the device serial No. manually.
- 2) Tap **Next**.



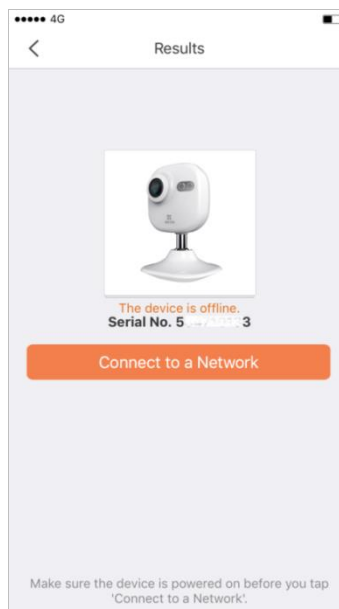
3) Tap the **OK** to search.

**Note:**

Detectors cannot be added by inputting SN No.

**If the device is offline,**

1) Tap **Connect to a Network** and select a connection type



2) Enter your Wi-Fi Password and then tap **Next**.

3) Configure the Time Zone; follow the prompt to complete the setup

4. Tap **ADD**, and then follow the prompt to complete the setup

5. When prompted, input the verification code and tap **Ok**.

**Note:**



- You can find the device verification code on the device label.
- If you scan the device QR code, you do not need to input the verification code. The QR code includes the verification code information.

## 2.2 Adding an Alarm

**Before You Start:**

Power on your device

**Steps:**



1. Tap  at the bottom of the interface.
2. In the Home interface, tap the icon  at the upper-right corner.
3. Tap **Scan QR Code** to scan the device QR code.
4. Tap **Finish** to finish the operation.

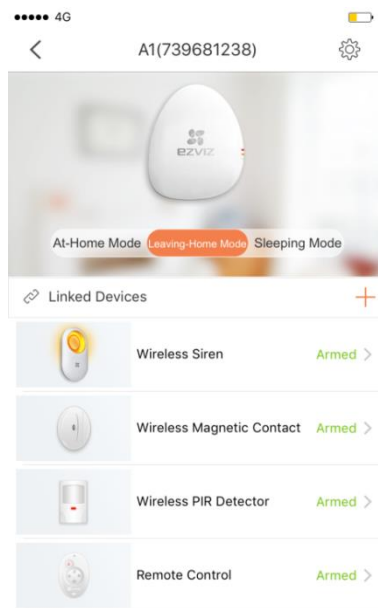
## 2.3 Adding a Detector

### **Before You Start:**

Power on your device and make sure your alarm hub has been added already.

### **Steps:**

1. Tap  at the bottom of the interface.
2. Go to the Alarm Hub page and tap  to link detectors.





3. Tap **Scan QR Code** to scan the device QR code.
4. Tap **Finish** to finish the operation.

## 2.4 Adding a DVR/NVR (Vault Live/Vault Plus)

### **Before You Start:**

Power on your DVR/NVR

### **Steps:**

1. Tap  at the bottom of the interface.
2. From the Home page, tap the icon  at the upper-right corner.
3. Tap **Scan QR Code** to scan the device QR code.  
Or tap **type in the SN serial number** of the interface and input the device serial No. manually.
4. Tap the **OK** to search and follow the prompt to complete the setup.


**Note:**

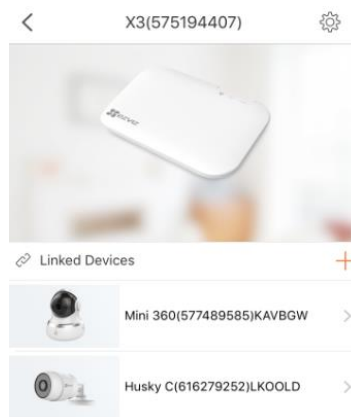
Please refer to the device **Quick Start Guide** for more information on how to complete the setup.


5. Tap **Finish** to complete the setup.

### Adding More Cameras to your WiFi NVR/Vault Plus

**Steps:**

1. Tap the home icon  from the bottom of the interface.
2. Tap on the name of the device or the serial number to go into the “**Linked device interface**” page





3. Tap  to link more cameras. (Ensure that the EZVIZ WiFi/Vault plus and the camera are both on the same network)

## 2.5 Adding a Mini Trooper

**Before You Start:**

Power on your devices

**Steps:**

1. Tap the home icon  at the bottom of the interface.
2. In the Home page, tap the  icon
3. Tap **Scan QR Code** to scan the device's QR code.
4. Follow the prompt to complete the setup


**Note:**

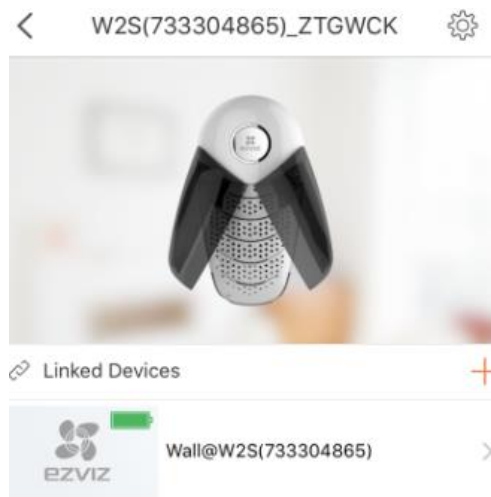
You can setup the base station by following the steps below;


1. Connect your mobile device/PC to the Wi-Fi of the Mini Trooper,
2. Open a browser and type the address 192.168.7.1. Follow the prompt to complete the setup. For more details please refer to the Mini Trooper **Quick Start Guide** for details.

### Adding More Cameras under Your Mini Trooper

#### Steps:

1. Tap the home icon  at the bottom of the interface
2. From the home page, serial number or device name to proceed to the interface below



3. Tap  to link more W2S cameras.

### 3. Setting Your Devices

#### **Before You Start:**


Make sure your device(s) is powered on and connected to the network.

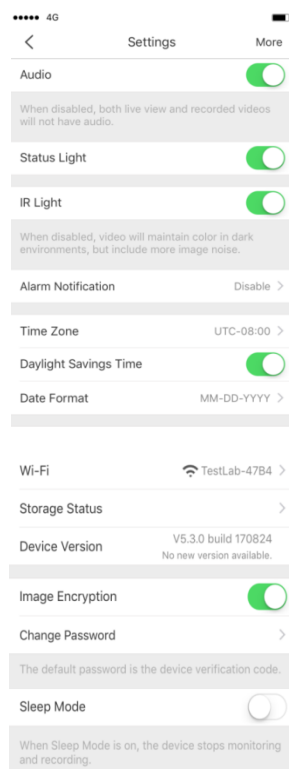
#### **Note:**

The settings menu may vary based on the camera models.

#### 3.1 Setting a Camera

##### **Steps:**

1. Tap the home icon  at the bottom of the interface.
2. Tap on the device name or the serial number to open the settings menu shown below (You open the settings menu, by tapping on the settings icon on the top right corner of the screen from the live view page).



3. Set the specific functions.

<b>Audio</b>	Turn <b>Audio recording</b> on/off
<b>Status Light</b>	Turn <b>Status Indicator Light</b> on/off
<b>IR Light</b>	Turn <b>IR Light</b> on/off for clearer image in dark environment.
<b>Alarm Notification</b>	Please refer to <b>6.1 Enabling/Disabling Alarm Notification</b>
<b>Time Zone</b>	Select correct time zone for time recording.
<b>Daylight Savings Time</b>	Turn <b>Daylight Savings Time</b> on/off when necessary.

<b>Date Format</b>	Select the date format you desire.
<b>Storage Status</b>	Select <b>Cloud Storage</b> or <b>Memory Card</b> . Tap <b>Cloud Storage</b> for more information. For memory card to function properly, after inserting the card, users have to initialize the SD card.
<b>Image Encryption</b>	Turn <b>Image Encryption</b> on/off. This menu is used to further encrypt your video for better protection. The default password for most devices is the device verification code; please refer to the <b>Quick Start Guide</b> of your device for more information.


**Note:**

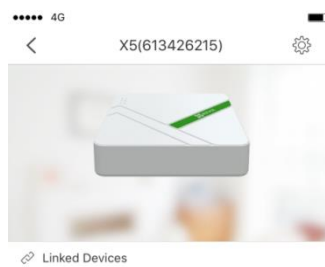
The specific functions may vary according to different models.

- (Optional) Tap **More** icon on the top-right corner of the settings page to delete the device.

### 3.2 Setting a DVR/NVR (Vault Plus/Vault Live)

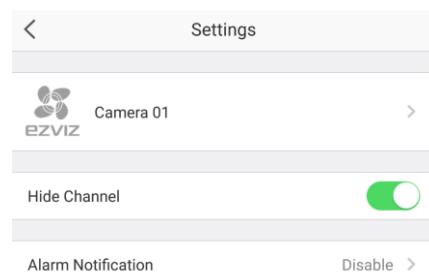
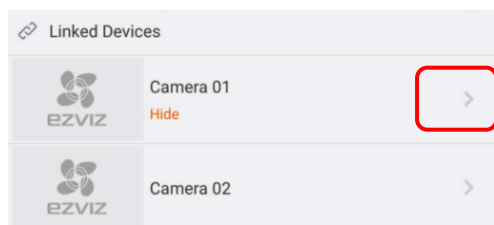
**Steps:**

- Tap  at the bottom of the interface.
- Tap on the device name or the serial number to open the settings menu shown below (You open the settings menu, by tapping on the settings icon on the top right corner of the screen from the live view page).

**Linked Devices**


All linked active devices will be listed in the “linked device page”. The following settings can be modified in this menu:

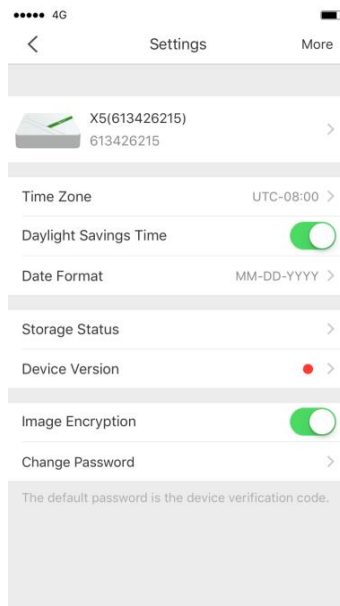
- **Hide used/unused channels (Disable video loss alert for unused channels)**



- **Link additional devices (EZVIZ vault plus/Mini Trooper)**
- **Modify Camera name**



3. From the “Linked Device Page”, tap  for specific device settings.



4. Set the specific functions.


**Note:**

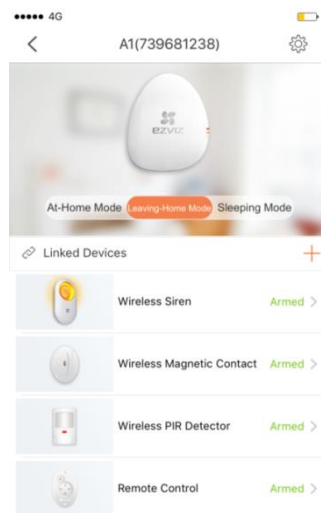
Please refer to [3.1 Setting a Camera](#) for detailed information.


5. Tap **More** on the top-right corner to delete the device.

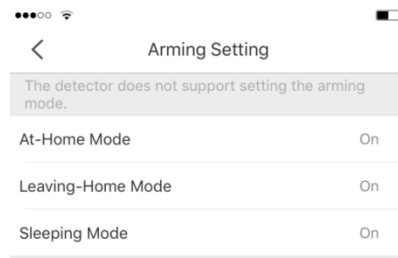
### 3.3 Setting an Alarm Hub

**Steps:**


1. Tap the home icon  at the bottom of the interface.
2. Tap on the device name or the serial number to open the settings menu shown below



3. Tap  for specific settings.




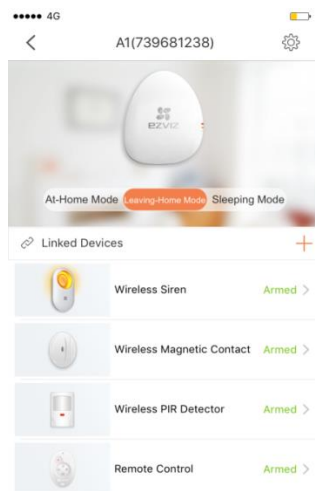
<b>At-Home Mode</b>	If anyone is at home or you are going to enter the house, you need to disarm the alarm system. Activate the At-Home mode.
<b>Leaving-Home Mode</b>	If no one is at home, you need to activate the alarm system to protect it from intruders. The Leaving-Home mode is appropriate. Activate the Leaving-Home mode.
<b>Sleeping Mode</b>	When you are at home and still want to feel protected: only the perimeter parts of the house (doors and windows) are armed. The Sleeping mode is appropriate during the day or at night. Activate the Sleeping mode.

4. Tap  icon to link the alarm hub with other detectors or sensors.

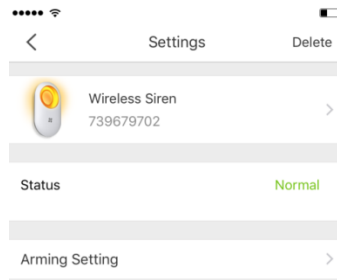
### 3.4 Setting a Detector

#### Steps:

1. Tap the home icon  at the bottom of the interface.
2. Tap the linked Alarm Hub to open the menu options shown below.



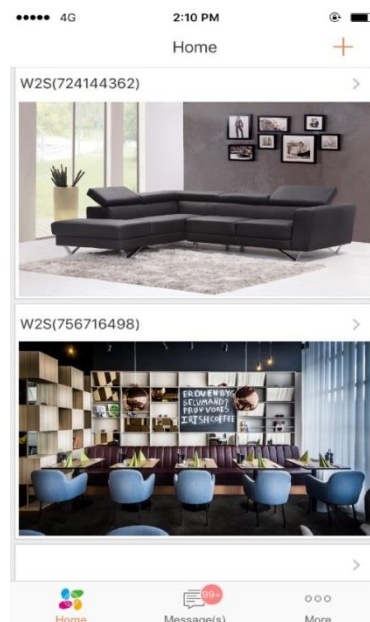
3. Choose the device, tap on the device name to open the settings page shown below.




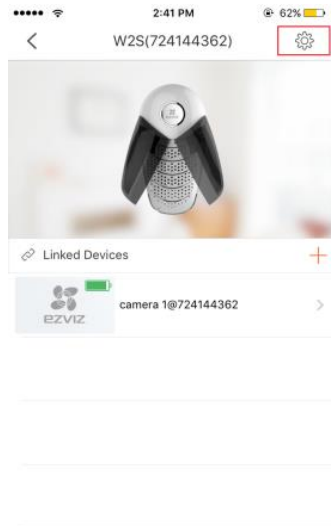
### 3.5 Setting a Mini Trooper

**Steps:**

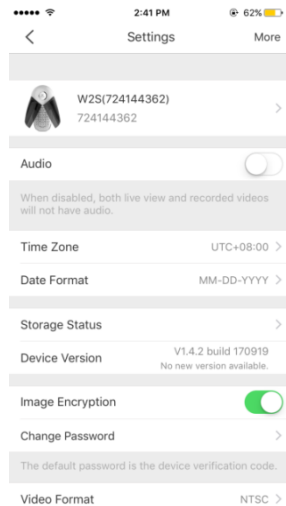
1. From the home page, tap the device name or serial number



2. Tap the icon  at the Top-right corner to enter the base station basic settings page.




3. Choose the desired option to set the specific functions.

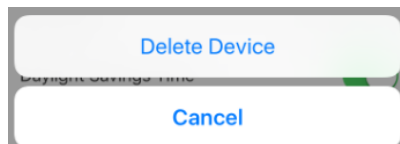


**Note:**

Please refer to [3.1 Setting a Camera](#) for more information about these functions.

## 3.6 Deleting a Device

1. From the bottom left corner of the screen, tap the home icon  to return to the home page of your mobile app.
2. Tap on the device name or the serial number to open the settings menu shown below
3. From the top right corner, tap **“More”**.
4. From the pop-up menu, tap **“Delete Device”**, follow the prompt to complete the process

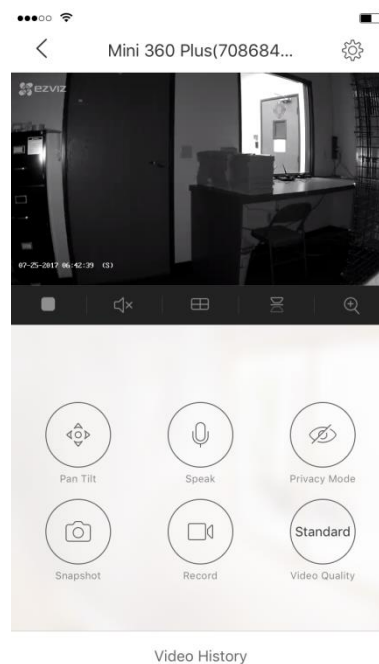


## 4. Watching Your Live View

From the home page, tap the picture of the device to go to the live view page

**Note:**

The specific functions may vary according to different models. Here, the screenshot below list all the features for the Mini 360 plus









Icon	Description
	Stop Live Video
	Play Live Video
	Enable Audio Playback
	Disable The Audio Playback
	Display The Live View In Single - Screen mode
	Display The Live View In Quad - Screen Mode
	Flip Device recording Orientation
	Digital Zoom

	Pan and tilt		Two-way audio
	Switch the device to privacy mode.		Capture Snapshot
	Start/stop Manual recording.		Switch the video quality from Basic, Standard, to Hi-Def (518×288, 768×432, and 1280×720).

**Note:**

Videos and photos captured are store in **My Album**. Please refer to **7.1 Managing Your Album** for details.



	Select the mounting mode		View video in 180° mode.
			View video in 360° mode.
	View video in fisheye mode.		View video in four split screens.




**Note:**

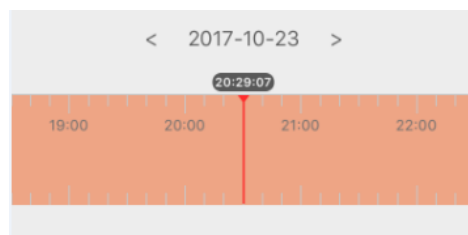
These functions are only for cameras with fisheye (Mini Pano).

## 5. Playback (Video History & Cloudplay)




You can check the recorded videos stored in the added device for playback.

### **Steps for Video History:**

1. From the  home page, tap the picture of the device to go to the live view page
2. From the bottom right corner, tap on **Video History** 
3. Tap the date  to select the specific play back date ( Tap/hold the timeline and move left or right to select the specific playback time.



### **Steps for Cloudplay:**

1. From the  home page, tap the picture of the device to go to the live view page
2. From the bottom left corner, tap on **Cloudplay** 
3. Tap on the play  icon to play specific video.

### **Note:**

For more information about **Cloudplay** settings, please go to [7.5 CloudPlay](#).

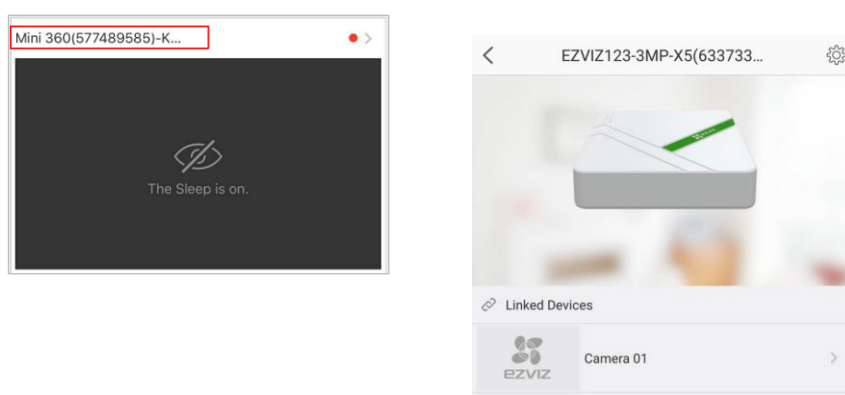
## 6. Alarm Configuration

You can configure the alarm notifications in **Alarm Notification** settings page. The device will push the alarm notification messages to your mobile device. You can also read and delete the alarm notifications in the “**Messages**” menu..


### 6.1 Enabling/Disabling Alarm Notification

#### Steps:

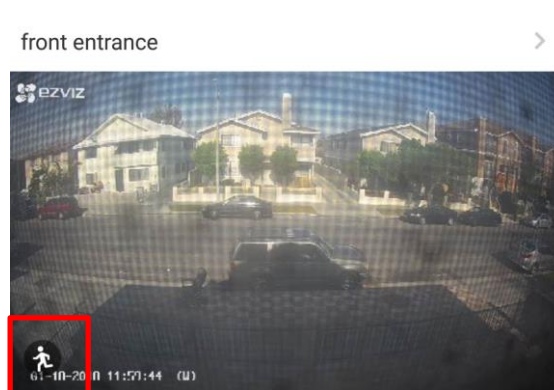
1. From the home page, tap the device name or serial number to open the settings page



If there is more than one channel on the device, from the home page, tap the device name/serial number to go to the linked device page, and then tap on each linked device to configure the alarm notification settings


2. Tap **Alarm Notification** to enter the Alarm Notification settings menu.
3. Tap the  icon in front of the alarm notification tab to Enable/disable the Alarm Notification feature.

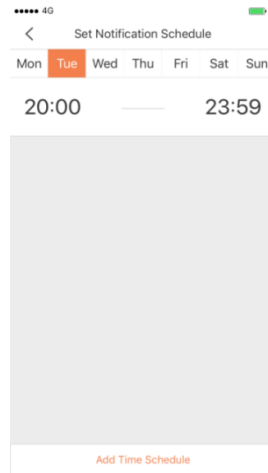
Note – Motion detection icon on the home screen indicates when this feature is enabled.





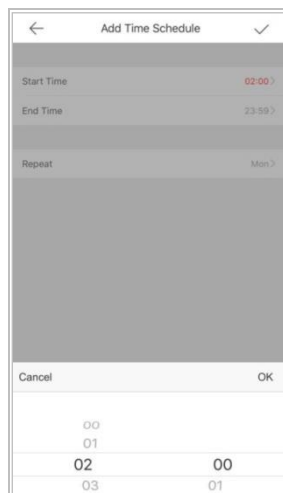
You can also



1. Tap the  icon in front of the right of Notification Schedule to enable the Notification Schedule.
2. Tap **Notification Schedule** to enter the Notification Schedule settings menu.



3. Tap the period to enter the **Edit Time Segment** page.
4. Tap **Add Time Schedule**.
5. Tap **Start Time** and **End Time** to set the period (The system is in military time, users cannot overlap the 0:00 mark. For next day settings, please set 2 different time periods for example setting a schedule from 10:00pm – 8:00 am(Monday – Tuesday), configure the notification schedule settings as thus; Monday 22:00 – Monday 23:59 | Tuesday 0:00 – Tuesday 08:00)

Or, tap **Repeat** and select the day you want to repeat.



6. Tap the icon  to go back to the Notification Schedule Settings page and tap the icon  to confirm the settings.(After the configuration, only the notification schedule toggle switch should be turned on, when the device enters the configured time segment, the alarm notification toggle switch will be turned on)

To delete the schedule;

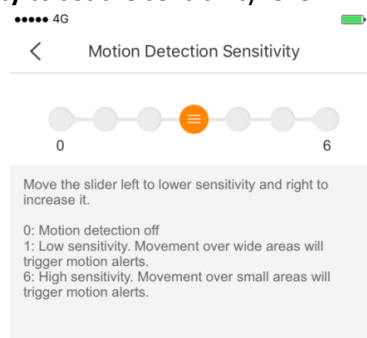
1. From the top right corner, tap on edit

2. Select the schedule that you want to delete then tap on **delete** from the bottom of the page. You can
  1. Tap **Start Time** or **End Time** to edit the start time and the end time.
  2. Tap the icon ← to go back to the Notification Schedule interface and tap the icon ✓ to confirm the settings.

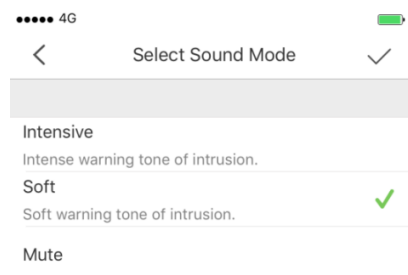
**Note:**

When **Alarm Notification** is enabled, the device will push the alarm notification messages at all times regardless of the notification schedule. For details about setting event (except for the video intercom device), see the user manual for the device.

Tap **Motion Detection Sensitivity** to set the sensitivity level.




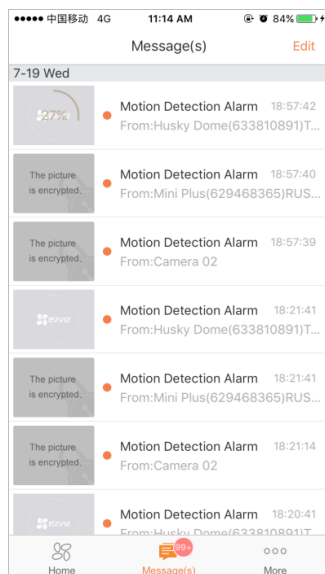
Tap **Notification Sound Mode** to set the device notification sound mode.



## 6.2 Reading the Alarm Message

**Steps:**

1. From the home page, tap the  icon to enter the **Message(s)** menu.



2. Tap the unread messages to view the message.

Or


1. From the top right corner, tap **Edit**, select the messages, then tap on “**Mark All as Read**” to mark all unread messages as read.

### Notes:

- Unread messages are indicated with an orange dot.
- Video intercom messages cannot be displayed in the **Messages** interface.

## 6.3 Deleting the Alarm Message


### Steps:

1. Tap the  icon to enter Message(s) menu.
2. From the top-right corner tap on **Edit**
3. Select multiple messages or tap **Select All**.
4. Tap **Delete** to the selected messages.

Or tap **Cancel** to cancel the operation.

## 7. More Configurations

In the menu labelled “**More**”, you can manage pictures and videos, manage accounts, set device parameters, send feedbacks, view the help file and the mobile app version, terms of services and the privacy statement.

From the bottom right corner of the home page, tap  icon to enter the “More” settings menu.

### 7.1 Managing Your Album

**Purpose:**

The video and picture you captured are stored in this menu. You can view and manage the videos from this menu

**Steps:**

1. Tap the video or picture you stored.
2. Tap the following icon in the bottom of the interface to continue.



Tap to save to your mobile device (iOS users).



Tap to play (for video).



Tap to share.



Tap to delete.

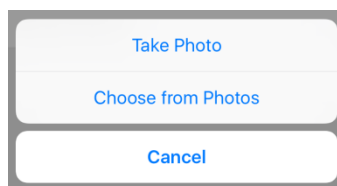
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### 7.2 Managing Your Account

**Changing Profile**

**Steps:**

1. Tap the Profile tab to change the profile picture.



2. Tap **Take Photo** to take a new photo as the profile picture.  
Or tap **Choose from Album** to select a picture from your phone album.  
Or tap **Cancel** to cancel the operation.

### Editing Real Name

You can edit the real name of the account.

#### Steps:

1. Tap **"Real Name" tab** to enter the Real Name interface.
2. Input your real name in the box.



2-50 characters are allowed.

3. Tap ✓ to confirm editing.

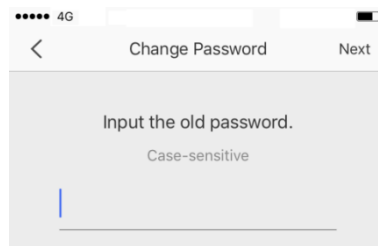


### Changing Account Password

Users are able to change the account password in the Account Management interface.

#### Steps:

1. Tap **Change Password** in the Account Management page to enter the Change Password interface.



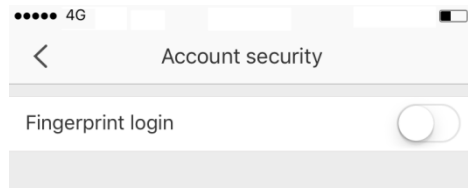
2. Input the old password and tap **Next**.
3. Input a new password and tap **Next**.
4. Tap **Finish** to confirm the new password.



- In the Account Management interface, you can also view the account linked mobile phone number, the account email address and the region.
- The password should contain 6 to 16 characters, including letters, numbers or symbols.

## 7.3 Account Security

Users can enable Fingerprint Login here. This enables you can log in by fingerprint.



## 7.4 Function Settings

Function settings enable you modify most of the app global settings. If permitted, you can modify most permission from this menu.

### Message Push Notification

When enabled, the device will send push notifications messages to your phone (for iOS devices, visit the general settings page of the iPhone > search for EZVIZ and modify the settings)

### Save Device Parameters

This settings enable you save your device parameters (Verification code, motion detection schedule, audio On/Off status, etc.) automatically

### Auto-receive alarm after device power-up

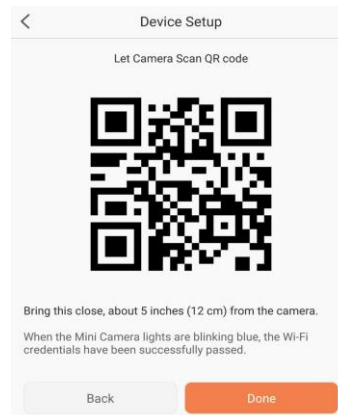
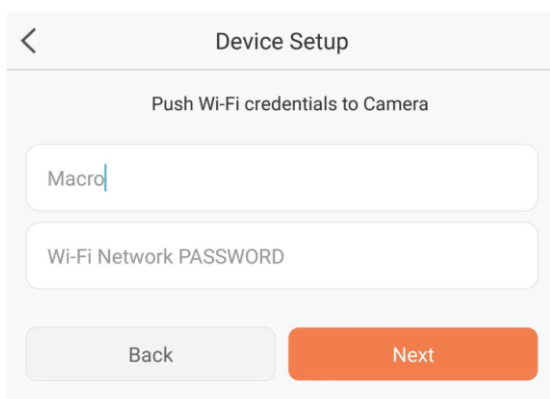
When enabled the mobile app will receive push notification messages even after you power – cycle your phone. Note: this may increase your power consumption

### WI – FI Configuration Tool

WiFi configuration tool is used to push WiFi credentials to EZVIZ cloud cameras (Reverse QR code method)

#### Steps:

1. Input the Wi-Fi password, then tap on “**Next**”
2. Point the lens of the cloud camera towards the QR code on your phone,
  - a. Maintain a distance of 5 inches(12cm) between the phone and the camera
  - b. Wait for the indicator lights on supported models to change. Flashing blue light indicates successful device/WiFi connection. On other models (Husky, Husky dome, Husky C) successful device/WiFi connection is indicated when the IR lights to stop flashing.
3. When completed, tap “**Done**” – return to the home page, tap on the “**+**” sign, follow the prompt to add the device to your account and complete the setup

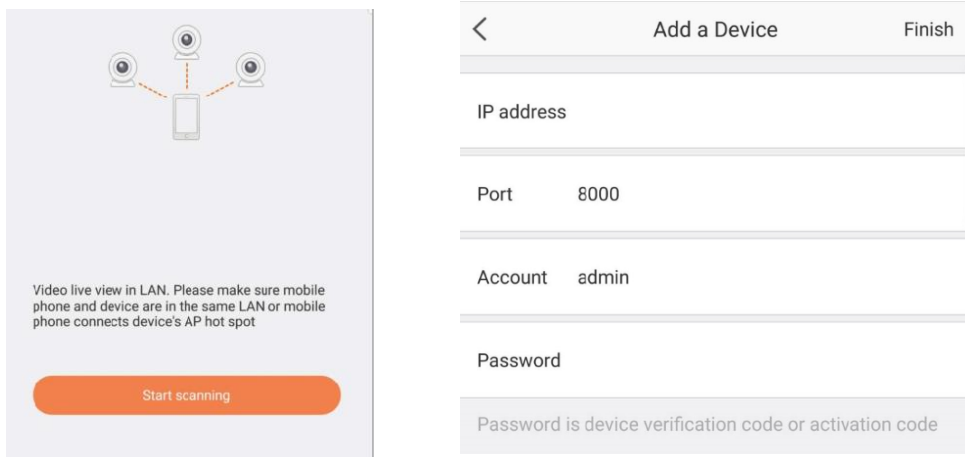


### LAN Live view

LAN live view is used to view all your devices on your local area network. When activated on supported models (EZVIZ cloud cameras and EZVIZ Vault plus), users can view their devices for longer periods of time while optimizing bandwidth consumption.

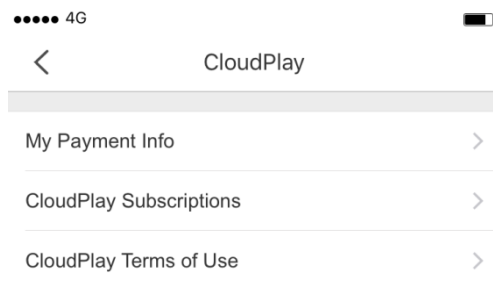
#### Steps:

1. Join the WiFi where you have the EZVIZ cloud camera setup
2. Tap on **“Start Scanning”** to search for the EZVIZ devices on your network or tap on **“Start scanning”** then from the top right corner tap on **“Manual search”** to input the device IP address manually
3. Input the device verification code and finish the setup – Which is located on the device sticker (Note: if you change your device password, you cannot use that password while in LAN live view mode, to view your cloud device in LAN live view mode, use the device verification code)



## 7.5 CloudPlay Settings

CloudPlay is secure cloud storage that will record any footage when the cloud camera senses any motion. EZVIZ uses multilayer encryption to transmit data securely, safeguard the data integrity, and protect it from unauthorized access.



## 7.6 Feedback

If there are any problems or suggestions while you use the software, feel free to send feedbacks to us.

#### Steps:

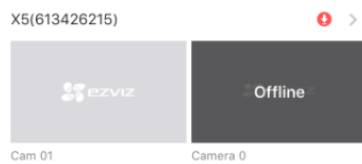
1. Tap **Feedback** in the More interface.
2. Input your questions or suggestions.
3. Tap ✓ to send the feedback.
4. Our technical engineers will handle your problems and suggestions as soon as possible.



- You can input up to 256 characters.
- You can also view the user manual by tapping Help. Or you can view the client version, App Store Review, Terms of Service, and Privacy Policy by tapping About.

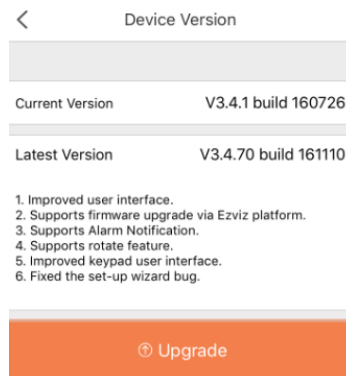
## 7.7 Upgrading Your Device

When a new version is available, the new firmware update 📶 icon will appear on the **Home** page in front of the device name/serial number.



### Steps:

1. Tap 📶 icon to enter the page as shown below.

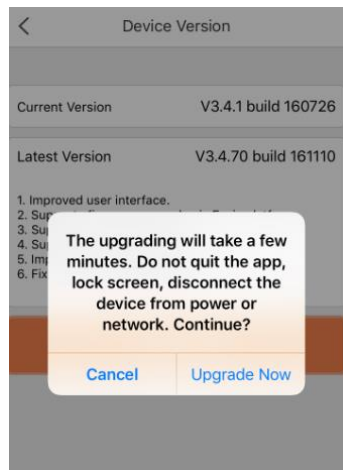


2. Read the firmware release notes and tap **Upgrade** to upgrade

Or tap < to exit or cancel the operation.

3. Tap **Upgrade Now** to complete the process.







UD07585B